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3 that is being used to access a computer network, wherein said call  
4 back is made based upon a request transmitted over said computer  
5 network from a data terminal located at a remote location and  
6 connected to said computer network using said telephone line, said  
7 request including call back data including at least a telephone  
8 number of said telephone line, said system comprising:

9 a computer network interface, connected to said computer  
10 network, for interfacing with said computer network and receiving  
11 said request over said computer network, for identifying said call  
12 back data, and for storing said call back data including said  
13 telephone number of said telephone line in a call back file; and

14 an automated dialer system, responsive to said call back  
15 file, said automated dialer system including:

16 a call back campaign manager, for retrieving said  
17 telephone number of said telephone line stored in said call  
18 back file;

19 a call scheduler, responsive to said call back campaign  
20 manager, for scheduling said telephone number of said  
21 telephone line for immediate dialing;

22 a telephone number dialer, responsive to said call  
23 scheduler, for initiating dialing of said telephone number of  
24 said telephone line for immediate dialing, for monitoring a

D' 25 status of said telephone line, and for connecting an answered  
26 call between said inquiring party telephone and [to] a  
27 telephone of an available agent coupled to said automated  
28 dialer system; and  
29

30 a re-dial script, responsive to said call back campaign  
31 manager, for directing said telephone number dialer to  
32 [substantially] immediately redial said [a busy] telephone  
33 number when said telephone number dialer detects a busy  
signal after dialing said [busy] telephone number.

Sub 02  
1 10. (Twice Amended) A method for providing a telephone call  
2 back to an inquiring party telephone connected to a telephone line  
3 that is being used to access a computer network, wherein said call  
4 back is made based upon a call back request transmitted over said  
5 computer network from a data terminal located at a remote location  
6 and connected to said computer network using said telephone line,  
7 said call back request including at least a telephone number of  
8 said telephone line, said method comprising the steps of:

9 receiving said call back request transmitted from said  
10 terminal at said remote location;

11 identifying said telephone number of said telephone line to  
12 be dialed;

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Filed: April 9, 1998

Serial No.: 09/057,749

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13 placing said telephone number into a call back file;  
14 retrieving said telephone number to be dialed from said call  
15 back file;  
16 scheduling said telephone number for immediate dialing;  
17 automatically dialing said telephone number scheduled for  
18 immediate dialing over a telephone line using an automated dialer  
19 system;  
20 monitoring said telephone line to detect a busy signal; [and]  
21 redialing said telephone number when said busy signal is  
22 detected; and  
23 connecting an answered call between said inquiring party  
24 telephone and a telephone of an available agent coupled to said  
25 automated dialer system.

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REMARKS

This Amendment is being filed in conjunction with the filing of a Continued Prosecution Application (CPA) in response to a Final Office Action mailed on March 15, 200 (Paper No. 4). In Paper No. 4, claims 1-6 and 8-14 were rejected (Claim 7 was canceled by the applicant in response to an earlier Office Action.)

Claims 1,3-6 and 8-14 were rejected under 35 U.S.C. §103(a) as being unpatentable over Bateman et al. in view of Grossman et